LLong Lines
WIRELESS

Welcome Guide

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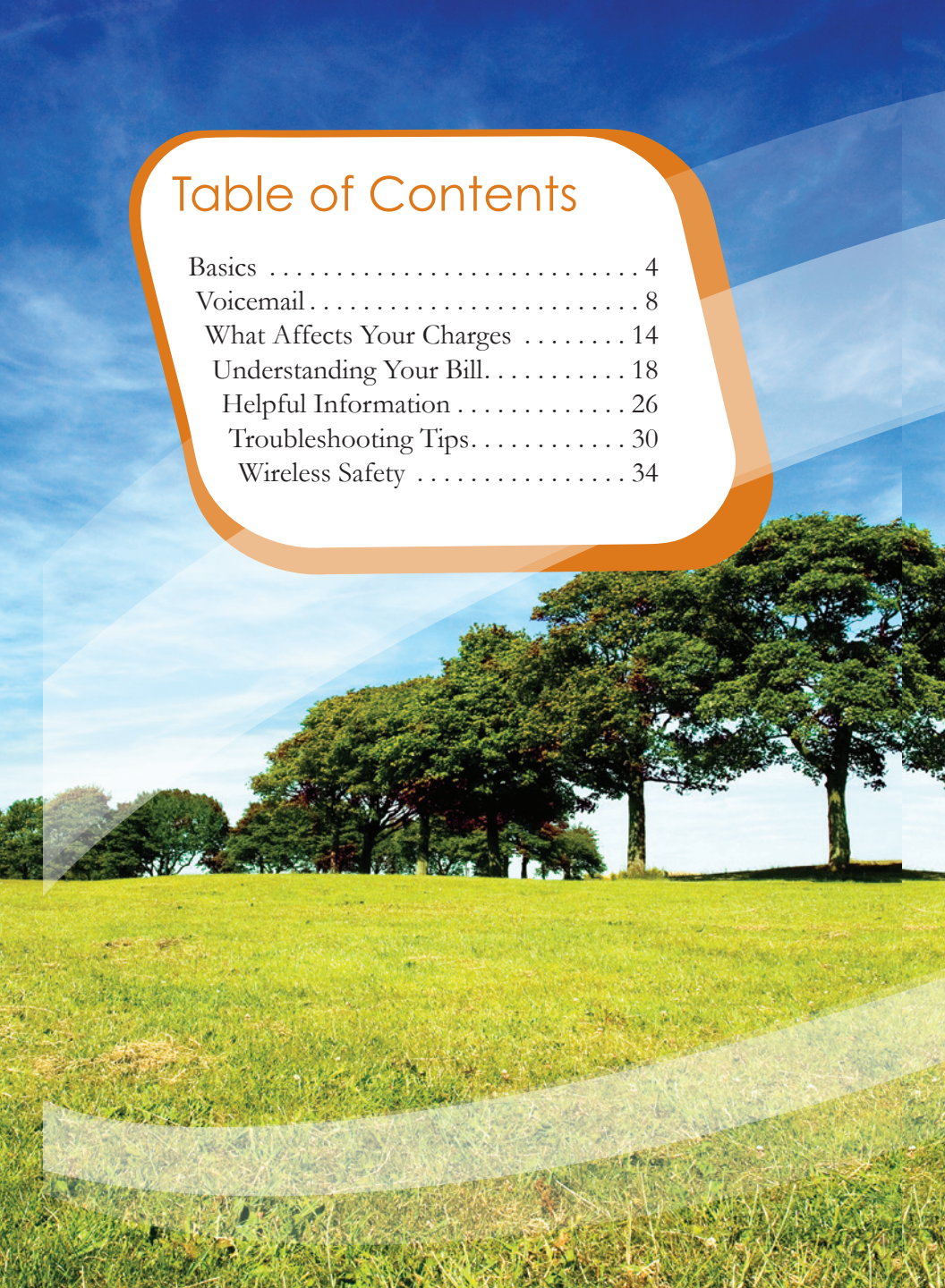

Thank You For Choosing Long Lines Wireless

We would like to welcome you to the Long Lines family and thank you for your purchase and loyalty. We pride ourselves on providing the best customer service experience and appreciate having you as a customer.

Your Personal Information

Your Phone #_____

Voicemail password_____

Price Plan _____

Estimated first bill $_____

Pro-rate minutes _____ **(1st month only)**

(20-19)

LONG LINES WIRELESS

For more information on our Terms & Conditions visit us at www.LongLines.com

BASICS

Before making your first call, your phone battery must be fully charged. Please reference your phone's user manual for proper charging procedures. Your phone service will be activated at a Long Lines Wireless retail store or an Authorized Retailer location. The following instructions will make using your new phone even simpler.

PLACING A CALL (local and long distance)

1. Turn on your phone by pressing the power button
2. Dial the **10-digit phone number** (area code + 7-digit number)
3. Press **TALK/SEND** (depending on your handset) to complete the call

RECEIVING A CALL

To receive a call, your phone must be turned on. When it rings, press **TALK/SEND** (depending on your handset) to answer the call. If your phone is a flip style, you can open the phone to answer the call.

ENDING A CALL

To end a call, simply press **PWR/END** (depending on your handset). If your phone is a flip style, you can close the phone to end the call.

CALL WAITING

A "beep" tone will be heard when you are receiving another call while you are already on the line. To activate the Call Waiting feature:

1. Press ***** **4** **3** **#**
2. Press **TALK/SEND** to complete the activation

Press **TALK/SEND** to put the first party on hold and answer the incoming call or to alternate between the two calls.

CALL WAITING cont...

To eliminate disturbances during important calls, deactivate the Call Waiting feature by:

1. Dialing # 4 3 #
2. Press TALK/SEND to complete the deactivation

CALL FORWARDING

When the Call Forwarding feature is activated, calls will be directed to a designated number and not to voicemail. To automatically transfer your calls to another number:

1. Press * * 2 1 * + 10-digit number + #
   (10-digit number to which you wish to have your calls forwarded)
2. Press TALK/SEND to complete the Call Forwarding activation

To deactivate the Call Forwarding feature, simply press

2 1 # + TALK/SEND

THREE-WAY CALLING

Three-Way Calling allows multiple people to participate in one conversation.

1. Dial the **10-digit number** of the first party
2. While you are on the call, go to MENU, then choose **NEW CALL**
3. Dial the **10-digit number** of the second party you would like to conference in and press OK
4. Press the LINK/CONFERENCE (depending on your handset) to connect all three parties

VOICEMAIL

MENU
SEND
CLR
1 .-'
2 ABC
4 GHI
5 JKL
8 TUV
0

The Voicemail feature will answer calls to your wireless phone when you are talking on the phone, can't answer the call or are unable to access the network. As long as your phone is turned on and you are on the network, it will alert you when you have a message waiting.

SETTING UP YOUR VOICEMAIL

Follow the steps listed below to complete the initial setup of your Voicemail feature.

1. Dial **712-333-6245**, then press **TALK/SEND**
2. Press **#**
3. Dial the last four digits of your wireless phone number
4. Press **9** Mailbox Setup
5. Press **4** Auto Log-in
6. Press **1** Enable your Auto Log-in (complete your Voicemail setup by ending the call)

ACCESSING YOUR VOICEMAIL

To access your Voicemail from your wireless phone:

1. Press and hold **1**

To access your Voicemail from another phone (landline):

1. Dial **712-333-6245**
2. Enter your 7-digit mailbox number
3. Enter your 4-digit password followed by **#**

CHANGING YOUR PASSWORD

Your password can be any series of up to 16 digits you choose. You will be unable to access your mailbox without this password, so be sure to choose one you can remember.

CHANGING YOUR PASSWORD cont...

To change your password:

1. Press and hold 1 (to access your Voicemail)
2. Press 9 Mailbox Setup
3. Press 2 Change Your Password
4. Enter new password, then press #
5. You will be prompted to verify your password

CHANGING/RECORDING YOUR PERSONAL GREETING

Your Voicemail greeting can be recorded and customized to personally greet your callers.

To change/record your personal greeting:

1. Press and hold 1 (to access your Voicemail)
2. Press 9 Mailbox Setup
3. Press 1 Greeting Options
4. Press 4 Record Your Greeting
5. Press # End Recording Function
6. Press 1 Listen to Greeting
7. Press 2 Save Greeting (must be saved to be active)
8. Press 3 Delete Greeting
9. Press 4 Re-record Greeting (then follow numbers 3–5 again)

MAIN MENU

Press 1 Listen to Your Messages

Press 7 Current Date and Time

Press 9 Mailbox Setup

Press 0 Repeat Instructions

MESSAGES MENU

Options in Message Retrieval Menu:

Press 1 New Messages

Press 2 Saved Messages

Press * Return to Main Menu

Listen to Messages:

Press 1 Play or Re-play Message

Press 2 Save Message

Press 3 Delete Message

Press 4 Save Message as New

Press 5 Reply to a Message

Press 6 Forward Message

Press 7 Skip Back 3 Seconds

Press 8 Pause or Continue Message

Press 9 Skip Forward 3 Seconds

Press * Return to Main Menu

VOICEMAIL

WHAT AFFECTS YOUR CHARGES

The costs of your calls will depend on your calling plan and may be based on when you call, the length of your call, the location you're calling to or the location you're calling from.

YOUR CALLING PLAN

Your Long Lines Wireless contract and calling plan will determine your monthly rates and charges. This includes your monthly allowance of minutes, as well as when roaming and long distance charges may apply. Your calling plan may include various features that have been outlined in this guide, or you may elect to use them at additional charges if they are not included in your calling plan or Wireless contract.

LENGTH OF YOUR CALL

If your calling plan includes unlimited calling, the length of your call will not affect your monthly billing. If your calling plan allots you a designated number of minutes per month and you exceed those minutes, you will incur additional charges on your bill.

WHERE YOU ARE CALLING

Depending on your calling plan, if you are calling from the Regional calling area you can call to anywhere in the United States at regular rates without incurring roaming charges. If your calling plan includes Nationwide minutes, you can call outside the Regional calling area to anywhere in the United States at regular billing rates. If your calling plan does not include Nationwide minutes and you call from outside the Regional calling area you will incur additional roaming charges.

YOUR LOCATION

The Regional calling area is the geographic area shown on your coverage map that roughly extends as far North as Sioux Falls, South Dakota; as far South as Omaha, Nebraska; and covers most of Iowa reaching as far East as Fort Dodge. The calls that are made from this area are billed at regular rates depending on your calling plan. If you have chosen unlimited Regional calling, any calls made from this area will not count against your Nationwide minutes. If you make calls outside of the Regional calling area, you may be charged more per minute or incur a roaming charge depending on your calling plan.

UNDERSTANDING YOUR BILL

PO Box 38
501 Fourth St.
Sergeant Bluff, IA 51054

Customer Service 712.271.4000
Customer Service Toll Free 866.901.5664
www.longlines.com

Customer Service 712.271.4000 / Toll Free 866.901.5664

13766 1 AT 0.334 AUTO 511
YOUR NAME
YOUR ADDRESS
CITY, STATE ZIP

Account Number:	000000
Invoice Date:	5/1/2008
Due Date:	5/20/2008
Total Amount Due:	$285.78

Important Messages (A)

After February 17, 2009, a television receiver with only an analog broadcast tuner will require a converter box to receive full power over-the-air broadcasts with an antenna because of the Nation's transition to digital broadcasting. Analog-only TVs should continue to work to receive low power, Class A or translator television stations and with cable and satellite TV service, gaming consoles, VCRs, DVD players and similar products.

If you are a Long Lines Cable TV customer, your cable system will continue to operate as it does today. No additional equipment is necessary.

Information about the DTV transition is available from www.DTV.gov and from www.dtv2009.gov or 1-888-DTV-2009 for information about subsidized coupons for digital-to-analog converter boxes.

Summary of Charges

Previous Balance	$182.32
Payment Received (B)	-$82.75
Payments received after Apr 28 are not included.	
Past Due Balance (C)	**$99.57**
Please Pay Immediately	
Monthly Service Charges (see page 3 for details)	
Wireless Phone Service	$106.44
Additional Charges	$35.45
Wireless Usage	
Data	$20.93
Total Value	**$162.82**
Taxes	$11.40
Surcharges	$11.99
Total Current Charges (D)	**$186.21**
Total Due (E)	**$285.78**

Your past due balance of $99.57 is due upon receipt of this notice to avoid interruption of service.

A late payment charge of 1.5% (18% per annum) will be applied to any balance that is not received by the 21st of the month.

Please detach and return this portion with payment. Thank You!

	Amount Due	Payment Due
Past Due Balance	$99.57	
Total Due	$285.78	5/20/2008 (F)

Amount Enclosed:

☐ **Name or Address Change?**
Please check this box and mark changes on reverse.

Account Number:	000000
Invoice Date:	5/1/2008
Due Date:	5/20/2008

YOUR NAME
YOUR ADDRESS
CITY, STATE ZIP

LONG LINES
PO BOX 38
SERGEANT BLUFF IA 51054

Depending on the type of billing option you selected and the number of Long Lines services you have, you may get a separate or combined statement.

YOUR FIRST WIRELESS BILL

In addition to the standard billing that you will receive every month, your first month's bill may also include:

- A one-time activation fee
- Current partial-month charges prorated from activation to your billing date
- Costs for equipment and accessories you purchased

LOOKING AT YOUR BILL

A Important messages issued by Long Lines Wireless.

B Balance from your previous bill with payment received shown.

C Past Due amount owed; this will only be listed if your account balance is past due.

D Total charges for the month, with details listed on page 3 of your bill.

E Overall total amount due that factors in any past due balances.

F Gives your total amount owed for the month with your payment due date.

DETAIL OF SERVICE CHARGES

Summary of Charges by Wireless Phone Number

Phone Number	Monthly Charges	Additional Charges & Credits	Minutes	Roaming Charges	Mobile to Mobile	Travel Minutes	Total
(712)333-0000	$0.00	$17.73	184.0	$0.00	22.0	0.0	$17.73
(712)333-XXXX	$0.00	$17.72	370.0	$0.00	22.0	0.0	$17.72
Totals	**$0.00**	**$35.45**	**554.0**	**$0.00**	**44.0**	**0.0**	**$35.45**

H

Phone Number	Text Messages	Kilobytes	Downloads	MMS Messaging	Total Overage
(712)333-0000	68	0	0	0	$0.00
(712)333-XXXX	179	0	7	0	$20.93
Totals	**247**	**0**	**7**	**0**	**$20.93**

I

Wireless Phone Charges for -- 712-333-0000
Partial Month Charges (8/08/2008 - 8/31/2008)
*Family 500 Value Plan $46.45

Monthly Charges (9/01/2008 - 9/30/2008)
*Family 500 Value Plan $59.99
Subtotal for **$106.44** J

Wireless Phone Charges for 712-333-0000
Partial Month Charges (8/08/2008 - 8/31/2008)
Additional Features
Unlimited Messages $7.74

Monthly Charges (9/01/2008 - 9/30/2008)
Additional Features
Unlimited Messages $9.99
Subtotal for 712-333-0000 **$17.73** K

Wireless Phone Charges for 712-333-XXXX
Partial Month Charges (8/08/2008 - 8/31/2008)
Additional Features
400 Messages $3.87
Data Package Media My Way $3.87

Monthly Charges (9/01/2008 - 9/30/2008)
Additional Features
400 Messages $4.99
Data Package Media My Way $4.99
Subtotal for 712-333-XXXX **$17.72** L

Total Value **$162.82** M

Taxes
Iowa State Sales Tax $9.77
IA Local Option Sales Tax - Sioux City $1.63
Subtotal of Taxes **$11.40**

Surcharges
IA Wireless E911 Charge $1.30
Federal Universal Service Fee $6.88
Dual Party Relay Service Chg-IA $0.06
Regulatory Fee - Wireless $3.75
Subtotal of Surcharges **$11.99** N

Total Monthly Service Charges **$186.21** O

G You will need your invoice number if you wish to set up an account online at www.LongLines.com.

H Any additional charges or credits will be listed here.

I Your call summary listed by phone number. Text messages are listed separately.

J Your Wireless calling plan charge, listed by phone number. This is also where you would see any partial month charges.

K Any additional features or lines that you have added to your phone, like a messaging plan, will be listed here with the additional cost shown.

L If you have a Long Lines Wireless Family Plan, each phone number will be listed out with additional features and line charges.

M This is your account total before taxes and surcharges.

N This is a detailed list of the taxes and surcharges that we are required by law to bill to all customers.

O This is your account total for this month's charges, including taxes and surcharges.

PAYMENT OPTIONS

Long Lines Wireless provides additional ways to pay your bill each month, other than mailing your payment in. You can pay:

- in any of our retail store locations
- online at www.LongLines.com
- over the phone, by calling Customer Care at 712.271.4000 or toll-free at 1.866.901.5664

FREQUENTLY ASKED QUESTIONS

Why does my bill still show a charge when I have free months of service with my promotional offer?

The charges that you are seeing on your bill are the taxes and surcharges that we are required by law to bill our customers. Your promotional free month credit will appear in the **Other Charges and Credits** section on the top of page 3 in your billing statement.

Why don't I see a detailed list of my Wireless cell phone calls?

A detailed breakdown of your Wireless calls are only shown on your bill when you have exceeded your allotted calling plan minutes. A summary of your usage is given in each billing statement. If you would like to view a detailed list of your calls each month, you can create an account online at www.LongLines.com (you will need your invoice number, found on the top of page 3 of your billing statement to complete the account set up).

I made a partial payment last month due to a credit I received and now my bill is showing a Past Due Balance.

The **Past Due Balance** is based on your Previous Balance and the Payment Received amount. So if you did not pay your full balance, due to a credit you were receiving, you should see the **Past Due Balance** shown in black, usually with a negative amount. The payment received will be listed at the top of page 3 of your billing statement and your **Total Due** amount on page 1 of your billing statement should reflect the correct price. If not, please contact Customer Care at 712.271.4000 or toll-free at 1.866.901.5664.

What are all these taxes I have on my bill?

Your calling plan will include sales, excise and other taxes and surcharges that we are required by law to bill to customers. They will be based on the taxes and surcharges applicable to the street address you provided to us. If you are tax-exempt, you must provide us with copies of your exemption certificates and pay for any filings we are required to make. Your bill also will include a Regulatory Cost Recovery Fee of $1.25 per month for each phone line. This fee is to help offset the costs of government surcharges and fees imposed on Long Lines Wireless and costs associated with government regulations and mandates on our business including, for example: number pooling, number portability, E-911 service and federal and state Universal Service Fund charges.

UNDERSTANDING YOUR BILL

HELPFUL INFORMATION

The following is important information about emergency and directory assistance, accessing your account and answers to frequently asked questions.

EMERGENCY SERVICES

When you are in an emergency situation, don't hesitate to call for help.

Dial 9 1 1 + TALK/SEND

You will not be charged for making a 911 emergency call from your Long Lines Wireless phone.

DIRECTORY ASSISTANCE

For Directory Assistance:

Dial 4 1 1 + TALK/SEND

Depending on your calling plan, you may see additional charges.

CUSTOMER SERVICE

To speak to one of our Customer Care representatives, contact us at **712.271.4000** or toll-free at **1.866.901.5664**. If you are calling from your Long Lines Wireless phone, just dial 6 1 1

CHECK YOUR ACCOUNT VIA MESSAGING

Long Lines Wireless offers this FREE feature to all of our customers, to provide an easy and convenient way to check your account.

Text 2 2 5 (BAL) for your account balance and due date

Text 7 2 4 3 (PAID) for the date your last payment posted

Prepaid customers text 3 9 7 (EXP) to check their expiration date

FREQUENTLY ASKED QUESTIONS

Can I change my calling plan?

You have the option to change to any qualifying Long Lines Wireless calling plan anytime for no additional fee. You may have to purchase a new phone or extend the term of your Agreement to take advantage of a new calling plan.

Can I buy my phone from somewhere else?

You may purchase your phone somewhere else, but it must comply with the Federal Communications Commission (FCC) regulations and be compatible with our GSM/GPRS network and your calling plan.

Can I cancel my services?

You may cancel your Long Lines Wireless service for any reason within 14 days after acceptance without paying the Early Termination fee by:

- Informing Long Lines Wireless you want to cancel service
- Returning the phone in "Like New" condition with all components in original packaging
- Paying for all service fees and charges incurred up until the end of the day in which we terminate the service

CONTACTING LONG LINES CUSTOMER CARE

- Dial **6 1 1 + TALK/SEND** from your Long Lines Wireless phone
- Call **712.271.4000** or toll-free at **1.866.901.5664**
- Online at **WWW.LONGLINES.COM**
- Write us at:

  Long Lines Wireless
  501 Fourth Street • P.O. Box 67
  Sergeant Bluff, Iowa 51054

TROUBLE-SHOOTING TIPS

If you experience problems with your wireless phone or reception, try these troubleshooting tips. If you still have difficulty, we can help! Call us at 712.271.4000 or toll-free at 1.866.901.5664. If you are calling from your Long Lines Wireless phone, just dial 6 1 1 + TALK/SEND.

My phone won't turn on or power up.

- Press and hold the power button.
- Check that the battery is properly connected.
- Make sure your battery is fully charged.
- Try plugging your phone into its charger. If your phone is still not powering up, the battery might be dead and you may need to replace the battery

My phone display says "No Service."

- Turn your phone off and then turn it back on. If your phone has been disconnected from the network for some reason, this should reconnect it.
- If "No Service" stays on, you may be in a weak coverage area. Try your call again from another area.
- If "No Service" stays on in an area where you think you should get reception, call us toll-free at **1.866.901.5664** from your landline phone or travel back to a service area and dial **6 1 1 + TALK/SEND** from your wireless phone.

I can't place or receive calls.

- Make sure you have pressed the **TALK/SEND** button after you dialed your number.
- Check that the "No Service" indicator is off and that you're receiving a signal.
- Try to remove your phone battery and then place it back in.
- Long Lines Wireless may have put restrictions on your service. Call us toll-free at **1.866.901.5664** from your landline phone.

TROUBLESHOOTING TIPS

I have poor quality while I'm indoors.

- Enclosed structures can affect wireless signals. Try moving around the building or space to find the best signal, usually getting closer to a window or entrance will help.

My call was dropped.

- A call may be dropped or disconnected due to poor signal strength or poor weather conditions.
- Check your phone's battery power level, charge your phone if the battery is low.

A recording says my "call cannot be completed as dialed."

- Check the phone number you dialed. Make sure you have dialed a 10-digit phone number (area code + 7-digit number) when calling local or long distance.
- If your call still won't go through, contact Long Lines Customer Care at **712.271.4000** or toll-free at **1.866.901.5664**.

I hear a beeping sound.

- Your battery may be low, check your battery power level.
- If you have the Call Waiting feature, someone maybe be trying to reach you. Press **TALK/SEND** to answer the second call. Press **TALK/SEND** again to return to the first call.
- You may have a voicemail or text message in your mailbox. Check your phone's startup guide for instructions on message retrieval.

I hear a fast busy signal.

- Try turning your phone off and back on.
- Retry the call, the network may just be busy.
- If the problem persists, contact Long Lines Customer Care at **712.271.4000** or toll-free at **1.866.901.5664**.

WIRELESS SAFETY

USING YOUR WIRELESS PHONE RESPONSIBLY

Put your safety and the safety of others first by using your phone responsibly while driving. The following safety tips are just a few reminders on how to be safe:

- When you are behind the wheel of a moving vehicle, safe and responsible driving is always your first priority.
- Do not manually dial or look up phone numbers while driving. Try to use the voice activation or speed dialing features of your phone to access frequently called numbers.
- Even with the use of a hands-free device, using a wireless phone can increase your risk of distraction while driving. Consider turning your phone off and sending calls to voicemail.
- Driving at night, in heavy traffic or in bad weather conditions can also increase your risk of distraction. Turn your phone off and allow calls to go to voicemail to reduce this risk.
- If you do choose to talk while driving, please use a hands-free device.

FRAUD PREVENTION

Long Lines Wireless wants to prevent unauthorized phone usage and protect your privacy at all times. Here are some steps you can take to protect yourself:

- Report a lost or stolen phone to the police and Long Lines Wireless immediately.
- When your phone is not in use, lock the phone using your lock code.
- Never leave your phone unattended, especially in your office or car.
- Always report suspicious calling activity when reviewing your monthly bill. If we conclude that the calls are in fact fraudulent, you will not be held responsible.
- Only have your phone serviced at a Long Lines Wireless retail store or Authorized Agent location.

FCC RULES AND REGULATIONS

The Federal Communications Commission (FCC) requires all wireless phones to be operated according to rules and regulations set forth by them and under the supervision of the licensee.

Failure to comply with the following regulations can lead to severe punishment:

- No person shall knowingly transmit any false signal or distress communication.
- No person shall willingly interfere with any radio communication or signal.
- "Listening in" on conversations intended for others or divulging any information obtained is ruled unlawful.

A complete list of the FCC Rules and Regulations can be found at

www.fcc.gov

REFER A FRIEND...Receive $25!

IT'S SIMPLE! Give this coupon to anyone you know that would like our services as much as you do. When they sign up for service you each receive a $25 credit on your bill.

LLong Lines

REFER A FRIEND...Receive $25!

IT'S SIMPLE! Give this coupon to anyone you know that would like our services as much as you do. When they sign up for service you each receive a $25 credit on your bill.

LLong Lines

REFER A FRIEND...Receive $25!

IT'S SIMPLE! Give this coupon to anyone you know that would like our services as much as you do. When they sign up for service you each receive a $25 credit on your bill.

LLong Lines

New Customer Name _____

Phone # _____

Referred By _____

Phone # _____

Sales Consultant _____

$25 credit per customer. Credits apply to current balance only. Add-on lines are not eligible for referral credits. Promo code 104

New Customer Name _____

Phone # _____

Referred By _____

Phone # _____

Sales Consultant _____

$25 credit per customer. Credits apply to current balance only. Add-on lines are not eligible for referral credits. Promo code 104

New Customer Name _____

Phone # _____

Referred By _____

Phone # _____

Sales Consultant _____

$25 credit per customer. Credits apply to current balance only. Add-on lines are not eligible for referral credits. Promo code 104